

LOCAL URGENT CARE CENTERS

(continued from reverse side)

LEWIS COUNTY

Tug Hill Urgent Care, 7518 South State Street,
Lowville, NY 13367

See's 6 months and up.

(315) 376-2273

8:00 a.m.—8:00 p.m.

(CLOSED ON WEEKENDS)

SAINT LAWRENCE COUNTY

Mountain Medical Services, 2 Hospital Drive,
Massena, NY 12662

See's all ages

(315) 705-0700

M-F 8:00 a.m.—8:00 p.m.

S-S 10:00 a.m.—6:00 p.m.

LOCAL EMERGENCY CARE SERVICES

Carthage Area Hospital, 1001 West Street,
Carthage, NY (315) 493-1000

E.J Noble Hospital, 77 West Barney Street,
Gouverneur, NY (315) 287-1000

Lewis County General Hospital, 7785 North
State Street, Lowville, NY (315) 376-5200

River Hospital: 4 Fuller Street, Alexandria Bay,
NY (315) 482-2511

Samaritan Medical Center, 830 Washington
Street, Watertown, NY (315) 783-4000

TRICARE Online (TOL): You can make Primary Care appointments, check lab results and even order your pharmacy refills using TOL, 24 hours a day, 7 days a week. All you need to do is register in TOL. It's easy and fast. TOL links you and your family to healthcare services, resources, and information through a secure internet environment. The TOL website is www.tricareonline.com.

TRICARE Prime Access Standards

Emergency Care – If you require emergency care, go to the nearest emergency room or call 911.

Acute/Urgent Care – Seen within 24 hours
If you require an acute or urgent care appointment (earache, high fever, etc).

Routine Care – Seen within 7 days
If you require an appointment for routine care (flu, colds, allergies, aches and pains, etc).

Specialty Care – Seen within 28 days
If you require an appointment for specialty care, (cardiology, orthopedics, podiatry, etc).

Wellness Care – Seen within 28 days
If you require an appointment for a wellness visit, (mammogram, pap smears, physicals, health maintenance, etc).

The Guthrie Primary Care Clinic has the Army Medicine Secure Messaging Service (AMSMS). Secure messaging is a commercial web-based secure platform that provides services designed to allow patients and their PCM team to communicate privately at times and locations that are convenient.

Find out more or sign up at:

<https://app.relayhealth.com/welcome.aspx>



ARMY MEDICINE
Serving To Heal...Honored To Serve

Guthrie MEDDAC
In partnership with
Local Urgent
and
Emergency Care
Services

Where do
I get help?

A Patients guide to
Access to Care

Guthrie Primary Care

The Guthrie Primary Care Clinic is an appointment-based clinic only from 8:00 a.m. to 6:00 p.m. Monday-Friday. We are closed on all Federal holidays and some training holidays. Please check the MEDDAC Web-site at www.drum.army.amedd.mil or our Facebook page for more information on clinic closings such as training and organizational days.

As we transition into the new Patient Centered Medical Home, we want you to know that we are here for you. Our goal is to provide a robust and comprehensive Primary Care experience for you and your family that is focused on you, the patient.

We now provide 24/7 access to your health care team. Whether Guthrie Primary Care is open or closed, provider access is still an option. **Just call us:**

(315) 772-2778

You will be connected with a clinic representative that will connect you with your Primary Care Provider (PCM), PCM Team or the Provider on Call.

EMERGENCY CARE: Call 911 for an emergency. Fort Drum DOES NOT have an Emergency Department.

LOCAL URGENT CARE REFERRALS

URGENT CARE services are medically necessary services, which are required for an illness or injury that require the attention of a medical professional within the next 24 hours.

DURING CLINIC HOURS: For Patients assigned to Guthrie Primary Care Clinic: First call the clinic at (315) 772-2778 for a same day appointment. If no appointments are available you will be transferred to a Triage Nurse and you may be referred to an Urgent Care Center.

****Soldiers assigned to CTMC should first go to sick call from 0645-0730 at CTMC. After sick call hours call (315) 772-2778.**

****Soldiers assigned to ACAS should first go to sick from 0700-0800 at ACAS. After sick call hours call (315) 772-2778.**

****Soldiers assigned to MEDDAC, DENTAC, VET Services, or WTU Cadre should first go to sick call from 0800-0830 at the Guthrie Primary Care Clinic, after sick call hours call (315) 772-2778.**

AFTER HOURS: Please contact the clinic and speak with the after hours PCM on Call, to obtain a referral to be seen at a civilian Urgent Care Center.

Call
(315) 772-2778
Or
1-877-TRICARE

Remember: **TRICARE Prime patients require a referral from their PCM to use local Urgent Care Centers.**

LOCAL URGENT CARE CENTERS

JEFFERSON COUNTY

MedREADY

19472 US Route 11, Watertown, NY 13601
Outer Washington Street

See's all ages

(315) 779-1104

M - F 8:00 a.m. - 8:00 p.m.

S - S 9:00 a.m. - 5:00 p.m.

North Country Urgent Care

21017 State Route 12 F, Watertown, NY 13601
Next to Marra's Homecare on Coffeen Street, Exit 46

Only see's 6months and up

(315) 786-3436

M-F 8:00 a.m.—7:30 p.m.

S-S 8:00 a.m.—5:30 p.m.

Quickmed Urgent Care

727 Washington Street, Watertown, NY 13601
Across from SMC

See's 6 weeks and up

(315) 785-7009

7 days, 10:00 a.m.—10:00 p.m.

Samaritan LeRay Urgent Care

Us Route 11, Evans Mills, NY 13637
Behind Pizza Hut

See's all ages

(315) 629-4080

7 days, 9:00 a.m.—8:30 p.m.

Watertown Urgent Care

457 Gaffney Drive, Watertown, NY 13601
Across from JCC, Exit 46

See's all ages

(315) 779-2273

M-F 8:00 a.m.—7:30 p.m.

S-S 8:00 a.m.—5:30 p.m.

More on Reverse side

